

Date:06/10/2022

Name of Distribution Licensee : Adani Electricity Mumbai Ltd.(AEML)

Name of CGRF : Mumbai

Report submission to Hon'ble MERC

I. Summary of grievances redressal during the quarterly report period from 1st July'2022 to 30th September'2022

No. of grievances pending on start date	No. of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	I-b. No. of grievances redressed*				Total No. of grievances redressed during the period	Total No. of grievances pending at end of the period	No. of decisions in favour of Consumer	No. of decisions in favour of Licensee	No. of orders requiring compliance report by licensee	No. of orders providing payments of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)		
					Within 15 working days*	Beyond 15 working days*	Within 60 days**	Beyond 60 days **							Reports received within period as per order	Reports received beyond specified period in the order	Not Complied
A	B	C=(A+B)	D	E=(C-D)	F	G	H	I	J=(F+G+H+I)	K=(E-J)	L	M=(J-L)	N	O	P	Q	R
4	8	12	7	5	1	0	2	0	3	2	0	3	0	0	0	0	0

*for Grievance related to non-supply, connection, re-connection or disconnection of supply
**for all other Grievances (Except * above)

I-a. Consumer category-wise distribution of complaints			
Category of Grievance	Filed (Nos)	Redressed (Nos)	Pending (Nos)
Residential	10	8	2
Commercial	1	1	0
Agricultural	0	0	0
Industrial	1	1	0
Others	0	0	0
Total	12	10	2

Filed & Redressed cases in this (Ia) segment consist of figures shown in column C8 [including of 'No. of Grievances pending on start date (A8) + 'Cases withdrawn' column (D8**)]

I-f. Vacancies and duration of vacancies			
	Chairperson	Member (CPO)	Member (Licensee)
Vacancy	NO	NO	NO
If yes, Duration (Vacancy arising from the date)	N.A.	N.A.	N.A.

I-c. Consumer category-wise compensation awarded		
Category of Grievance	No of Cases Redressed	Amount compensation awarded in Rs.
Residential	0	0
Commercial	0	0
Agricultural	0	0
Industrial	0	0
Others	0	0
Total	0	0

I-d. Case-wise reasons for delay in disposal with respect to specified time
As per Attached letter (case is withdrawn by consumer & counted under D8 Column. Explanation is given below against D8**)

I-e. Number of sittings in each area
15

III. No. of Grievances pending for more than two months
2

II. Nature of Grievances redressed			
Nature of Complaint	Filed (Nos)*	Redressed (Nos)**	Pending (Nos)
Billing related	1	1	0
Meter Fault	0	0	0
Technical	0	0	0
New Connection	1	1	0
Quality of Supply	0	0	0
Service Related	0	0	0
Others	10	8	2
Total	12	10	2

Filed & Redressed cases in this (II) segment consist of figures shown in column C8 [including of 'No. of Grievances pending on start date (A8) + 'Cases withdrawn' column (D8**)]

g. Number of Orders appealed against	0
h. Number of Orders set aside by the Electricity Ombudsman	0***
i. Number of Cases where compliance of Order has been recorded;	0***
J.Details of Consumer advocacy workshops conducted by the Forum	05 workshops were conducted in CGRF office with consumers and their representatives . Consumers were made aware regarding the CGRF process in accordance with MERC/CGRF & EO, Regulation-2020 & procedures for filing grievances. Consumers were guided and aided in uploading the grievances on integrated portal. Photos are uploaded on https://cgrf.adanielectricity.com/miscellaneous
k.Details of New local initiatives	a) Electricity Consumer Rights Statements were sent to consumers on their e-mails by Energy Saving Tips sent thro' E-mails to consumers. Both in Total : 456 count of emails.

D8**: 1 Other category case (Arrears Transferred) is withdrawn beyond 60 days.(Reason: letter addressed to Hon'ble Eostating reason for passing order beyond 60 days is attached for reference. Case is withdrawn by Applicant/Complainant so not shown in 'Redressed Beyond 60 days' column. Case is shown under ' No. of grievances not admitted or withdrawn during the period).

***For 'h' & 'i': Status shown as '0' w.r.t. --- > ': 1 case appealed in EO in June'22 (i.e.Q-1) Order of which passed in July'22 (i.e.Qtr-2 of 2022-23) -(Order-M/s.Rameshchandra Mishra)

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Secretary : Ms.Sonali Parulekar
CGRF-AEML,Mumbai.